

FIG. 1

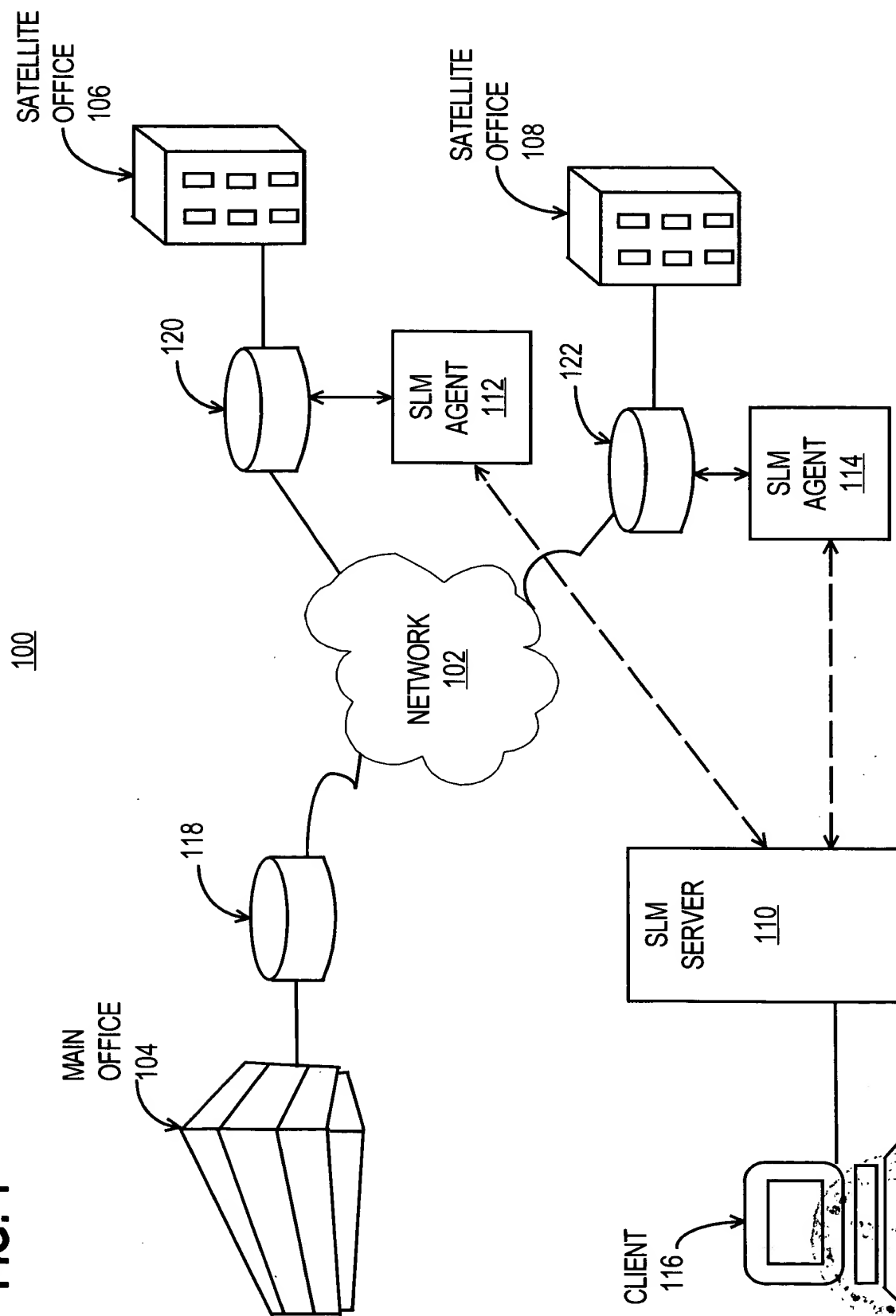


FIG. 2A

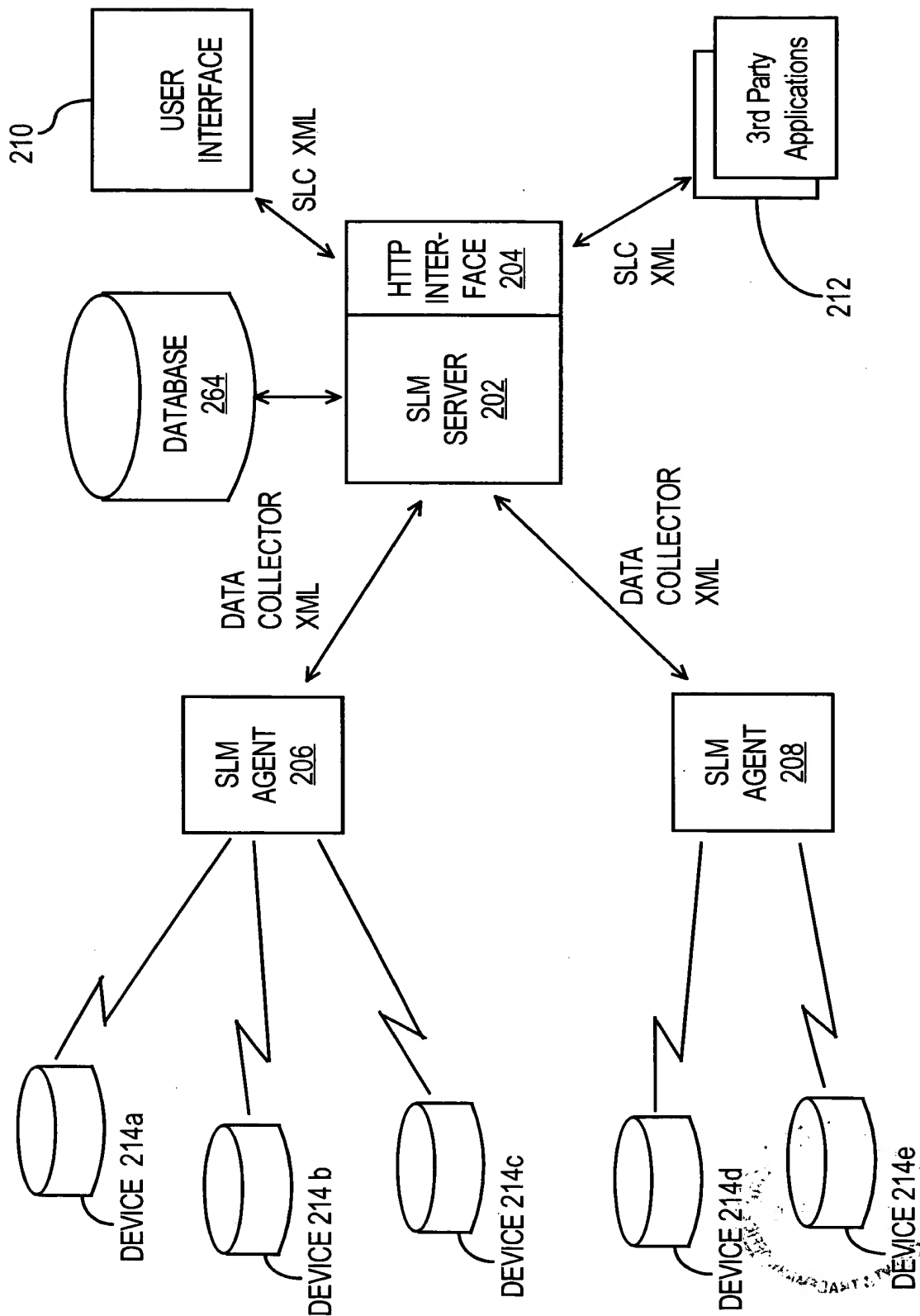
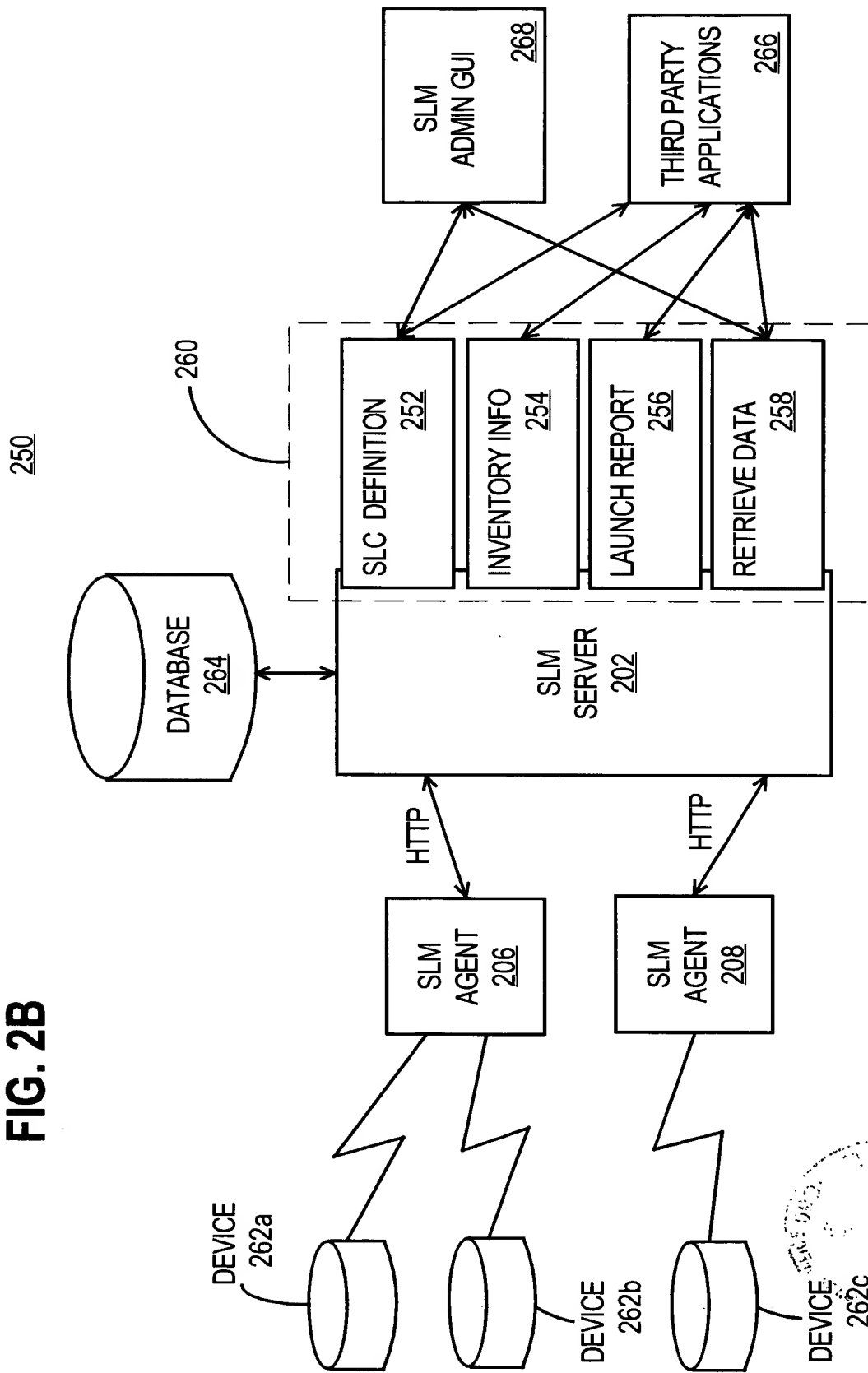


FIG. 2B



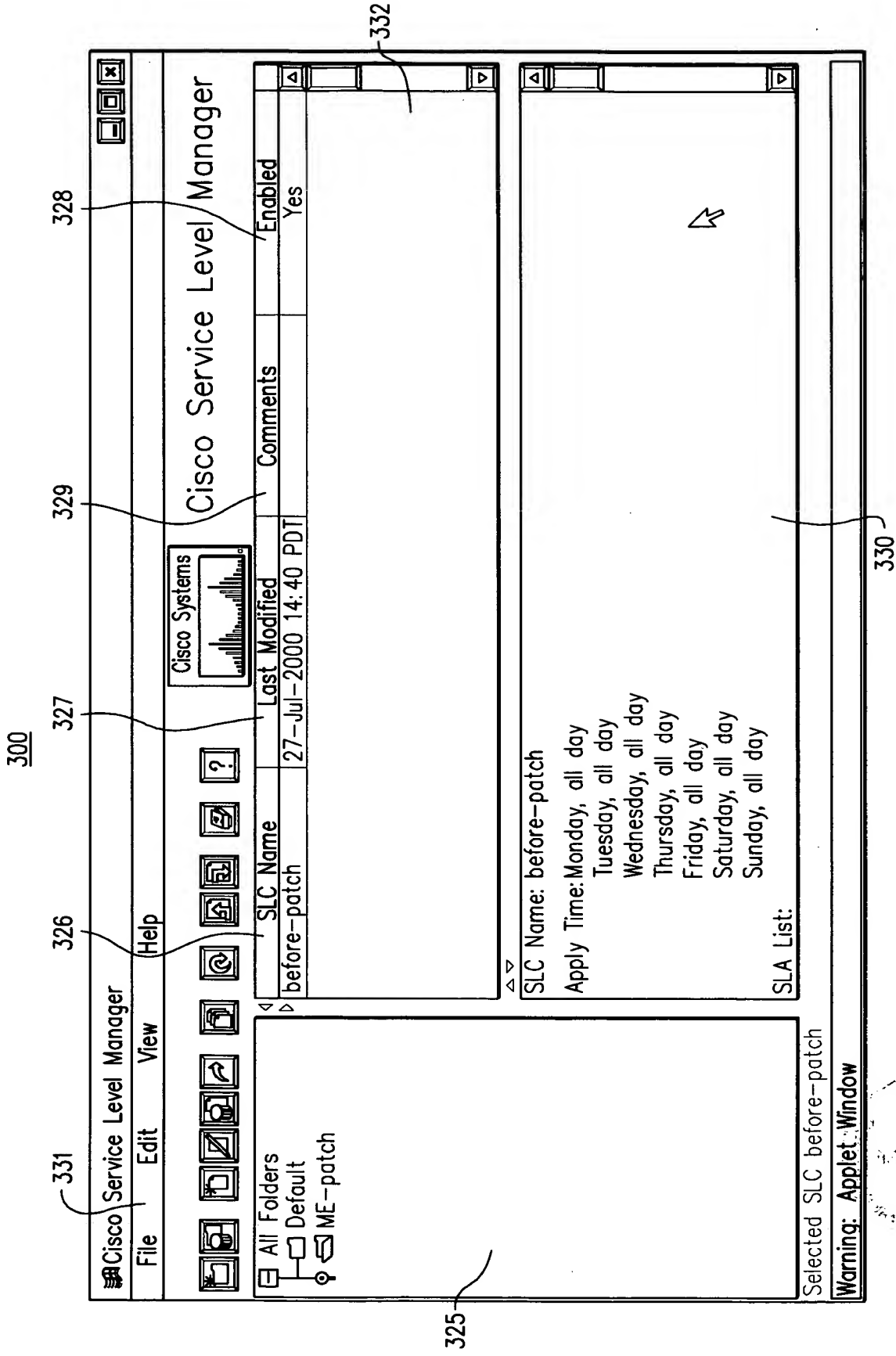


FIG. 3A

Define SLC in Folder Default

Define SLC in Folder Default

Sample Service Level Contract

Enabled

Name

Sample Service Level Contract

Comments

An SLC represents a contract between a provider of service (e.g. an ISP or IT organization) and a service consumer.

SLC Applies

Mon	Tue	Wed	Thu	Fri	Sat	Sun
All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾
All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾

SLA Items in This SLC

New

Edit

Delete

SLA Name	Type	Comments
Round trip latency	Round trip response-ICMP	Tests latency between each branch...

Apply

OK

Cancel

Help

SLC edit in progress

FIG. 3B

303

Define SLA - Round-Trip Response

SLA Wizard

☒ 1. Define SLA Name

☐ 2. Select Device Pairs

☐ 3. Define Thresholds

Legend

☒ Valid Data

☒ Invalid Data

☐ No Data

Define SLA

Name

Round trip latency

Comments

Tests latency between each branch office

356

355

357

358

359

360

361

343

362

363

364

365

Back

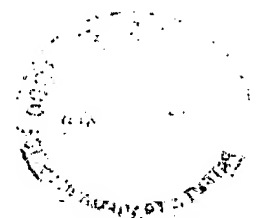
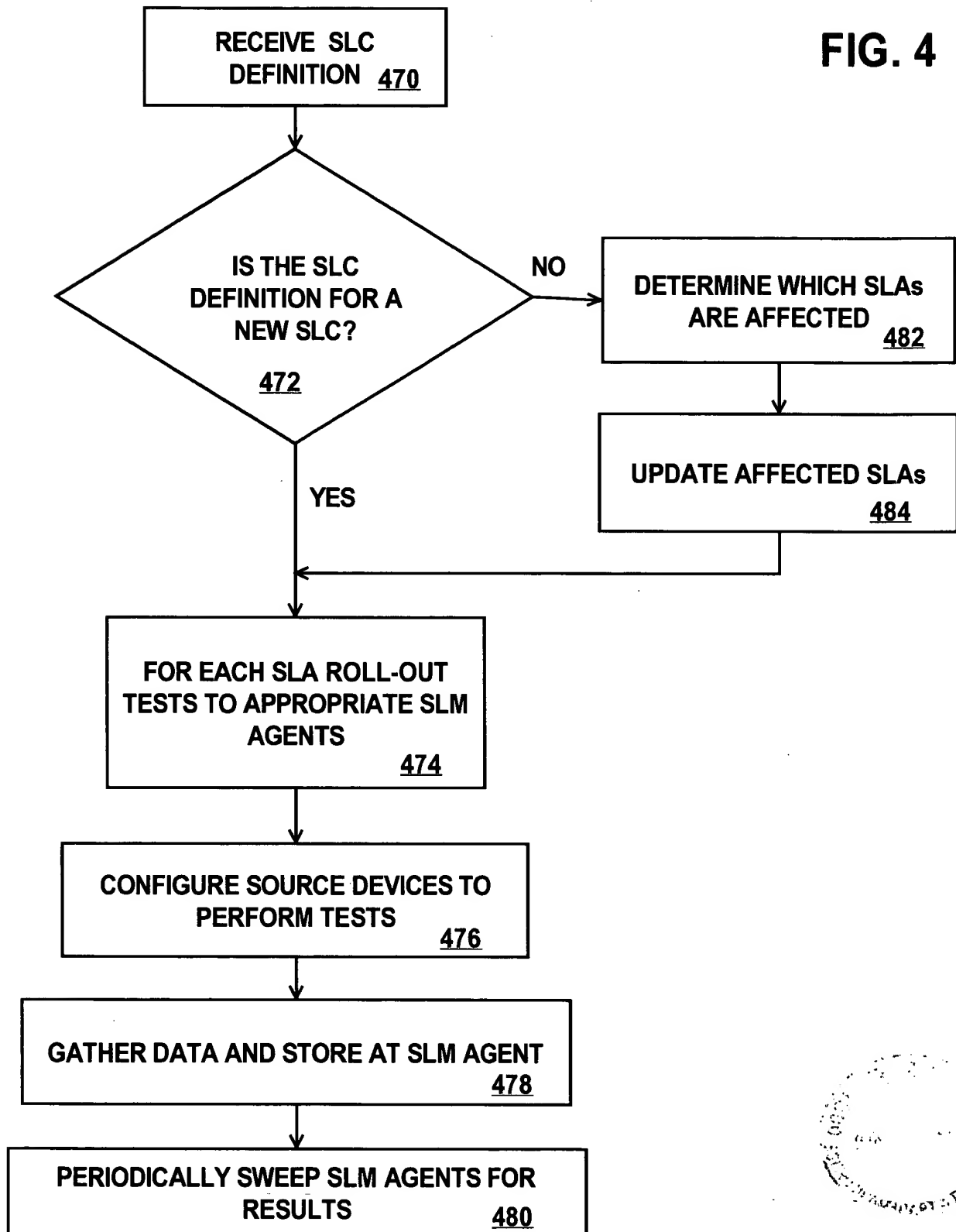
Next

Cancel

Help

FIG. 3C

FIG. 4



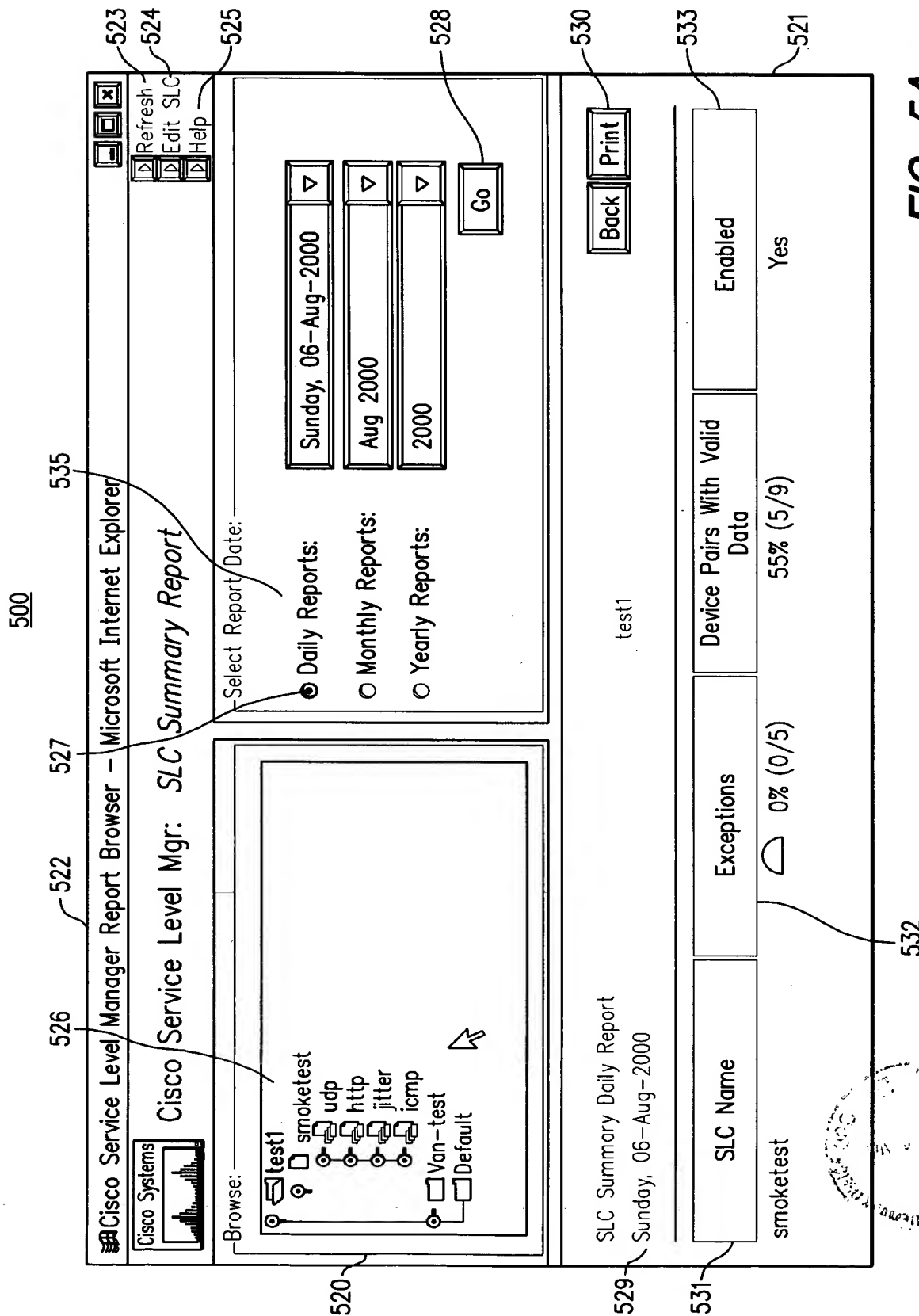


FIG. 5A

Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

Cisco Systems

Cisco Service Level Mgr: SLA Summary Report

Refresh Edit SLC Help

Browse:

test1

smoketest

udp

http

jitter

icmp

Van-test

Default

Select Report Date:

☒ Daily Reports:

☐ Monthly Reports:

☐ Yearly Reports:

Monday, 07-Aug-2000

Aug 2000

2000

Go

SLC Summary Daily Report

Monday, 07-Aug-2000

Back

Print

smoketest/jitter

Device Pairs

slam-nyc-3640.cisco.com-slam-sj-7120.cisco.com

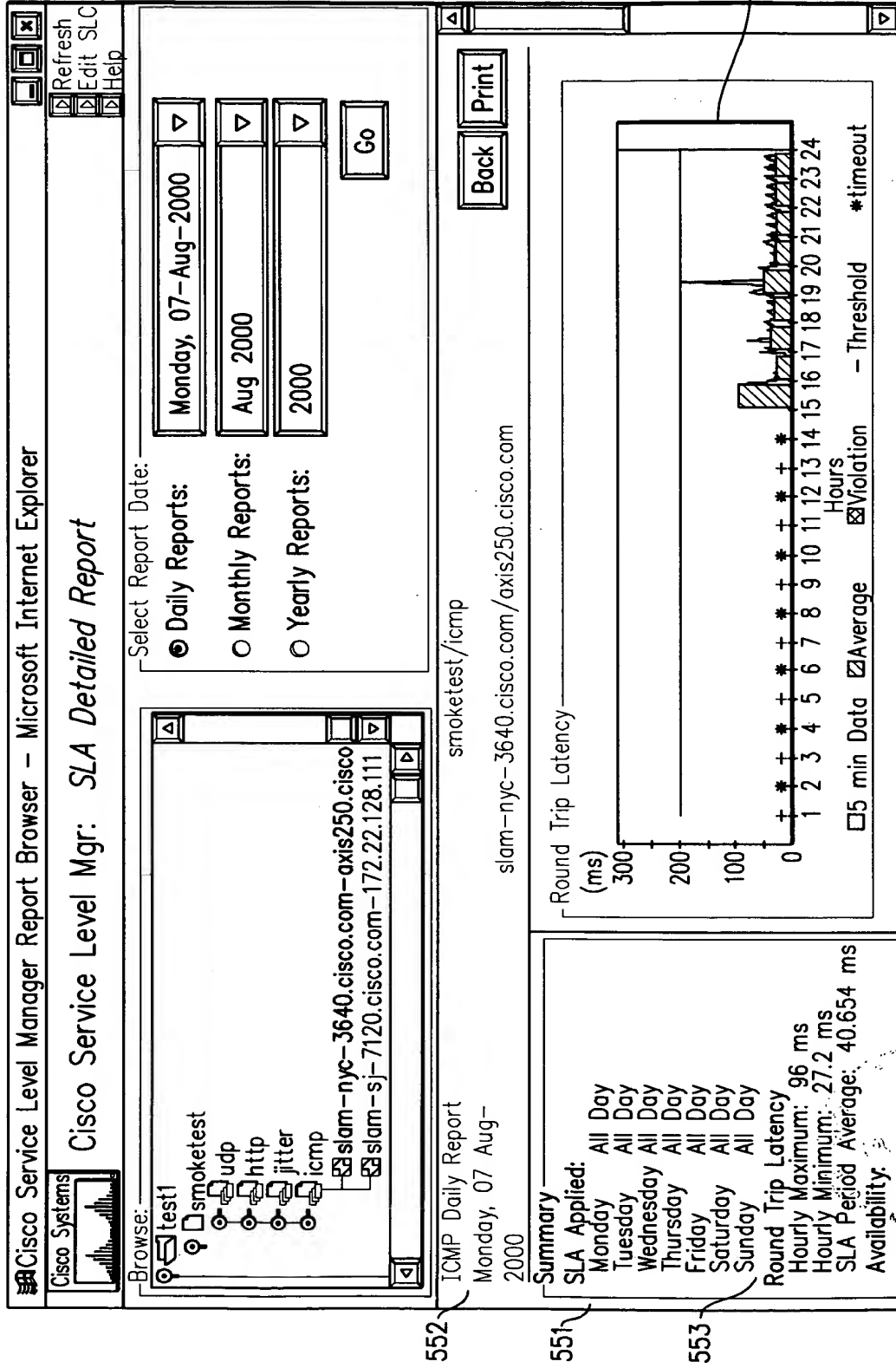
slam-sj-7120.cisco.com-slam-nyc-3640.cisco.com

none

jitter=1, max=53[30.0]

Exceptions

FIG. 5C



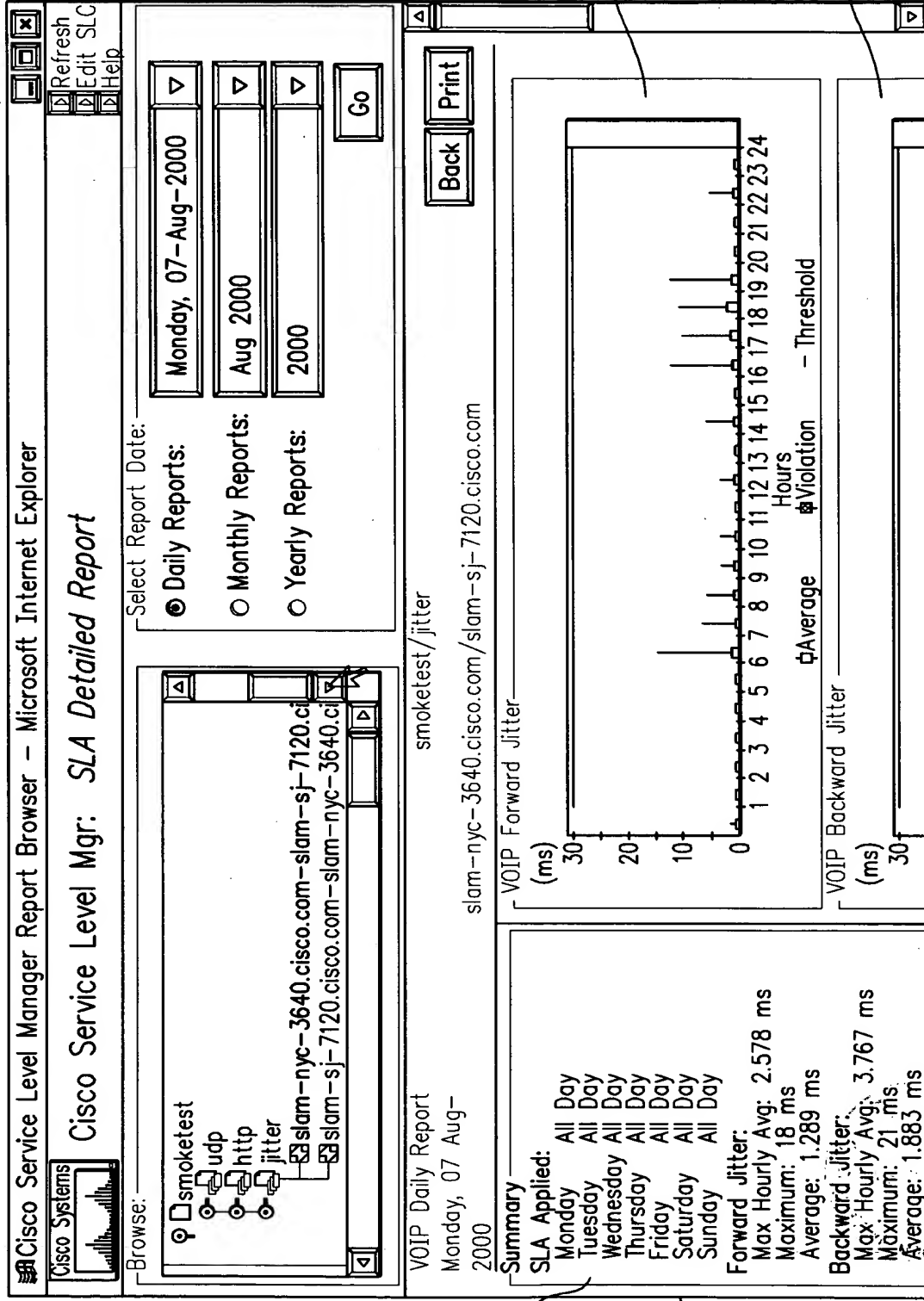


FIG. 5E

FIG. 6

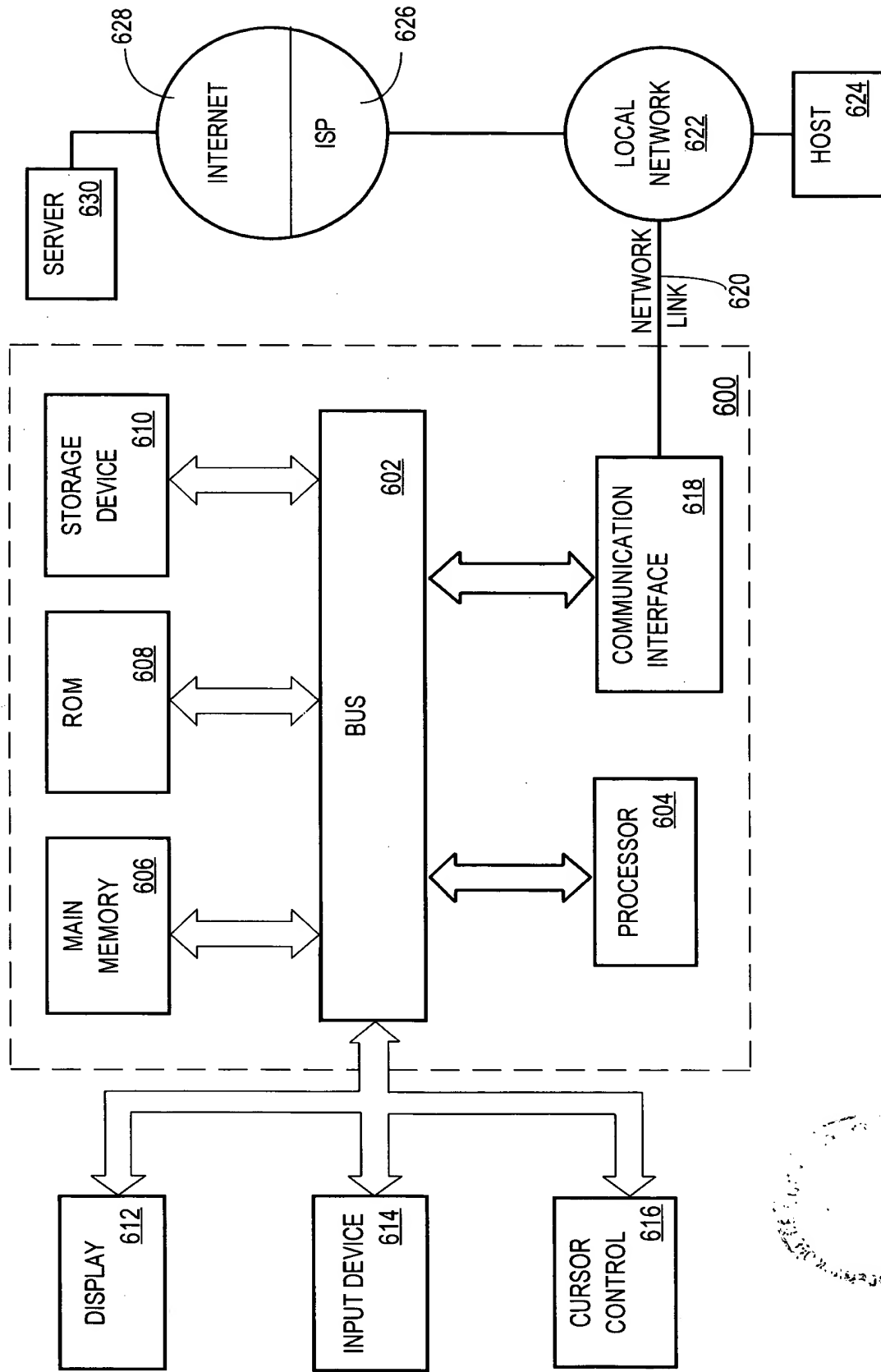


FIG. 7

